

Anwiti Upadhyay

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Career Objective

To gain industrial exposure and enhance my knowledge and skill sets in Salesforce technology under expert guidance.

Work Experience

July 2016 - Present **Programmer Analyst in EAS Salesforce**, *Cognizant Technology Solutions*, Kolkata, India.

Education

Bachelor Of Technology (2012-2016) **B.Tech, Electronics and Communication**, *Amrita Vishwa Vidyapeetham*, Kollam, Kerala, India.
CGPA: 7.45/10

Higher Secondry CBSE (2012) **Campion School, Kochi**, Kerala, India.
83%

Secondry CBSE (2010) **Campion School, Kochi**, Kerala, India.
85.5%

Technical skills

IDE Force.com, Developer Console
Programming Apex(SFDC), SOQL, Java
Language

Salesforce.com Exposure

- Salesforce Profiles, Role Hierarchy, Sharing Rules and Security, Reports and Dashboards
- Understanding of Salesforce standard objects like Accounts, Opportunities, Contacts, Cases, etc.
- Create and manage Salesforce custom objects, fields, formulas, validation rules, custom workflow, triggers and custom settings.
- Knowledge on development of Visualforce pages, Apex Classes
- Knowledge of data migration using tools like Data Loader, Workbench.
- Knowledge of REST API for managing integration with other systems.

Projects Undertaken

July 2016 - **Service 360**
October 2018

Role Developer

Salesforce Service Cloud
Environment

Description A console based service cloud application used for creation of cases of customers related to their banking and financial queries via different means like Email-to-Case, Web-to-Case, guided application flow, live agent, omni channel.

Contribution Analyzing,enhancing, testing and providing solution to various cases and incident requests by developing apex classes,Visualforce pages, triggers, workflow rules,validation rules, custom settings, etc.

November **Luna**
2018 -
November
2019

Role Developer

Salesforce Service Cloud
Environment

Description A compliance based service cloud application where the cases flow from another integrated environment to Luna. The cases are then worked upon based on their severity.

Contribution Developing, validating, unit testing and supporting the application by enhancing the Visualforce pages, apex classes, sharing setting, layouts for various profiles, OWD, Field level security, validation rules, workflow rules to maintain the application.

November **Aforce**
2019 -
Present

Role Developer

Salesforce Sales Cloud
Environment

Description A sales cloud application where medical devices and its healthcare services are monitored via Quote to Cash (QTC) or a Non- Quote to Cash (Non-QTC) method at Account, Opportunities and Quote level for multi-site accounts.

Contribution Debugging, developing, enhancing, validating, unit testing and supporting the application by ensuring the data synchronizes correctly from QTC to Non-QTC environment.Territory management and its assignment as per its respective country. This also involves heavy data loading activities and correction of data to optimize and enhance application's performance.

Certifications

- **Salesforce Certified Advanced Administrator** Credential ID:21402316
- **Salesforce Certified Administrator** Credential ID:18492371
- **Salesforce Certified Platform Developer I** Credential ID:17897051

Demonstrated Personal Skills

- Interacted and helped over 250 differently-able and underprivileged children as part of Student Social Responsibility Project.
- Actively participated in various charitable works of Mata Amritanandamayi Math, including, AMMA's Birthday celebration and Amala Bharatam Cleanup Drive - a pan India cleanup program initiated by the Math.
- Awarded certificate of appreciation from Government Of Kerala for Sabarimala Cleanup Operations at the Sannidhannam of Sabarimala Temple and Pamba, jointly organized by Sabarimala Sanitation Society and the Amala Bharatam Campaign of the Mata Amritanandmayi Math.

Languages Known

- English, Hindi, Bhojpuri, Malayalam, Bengali

Personal Details

Date Of Birth 16/12/1993